



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Larry Hogan, Governor - Boyd Rutherford, Lt. Governor - Van Mitchell, Secretary

May 3, 2016

TO: Personal Assistance Agency Providers serving CO, CFC and CPAS Participants

FROM: Whitney Moyer, Division Chief 
In-Home Supports Assurance System (ISAS) Division

RE: IMPORTANT ISAS POLICY CHANGE – 4 Missing Time Request Limit Reduction

Effective **June 1, 2016**, DHMH will **reduce** the **six (6)** unexcused Missing Time Requests (MTRs) to **four (4)** unexcused Missing Time Requests (MTRs) per staff provider, per month.

This limit includes MTRs submitted as new times, corrections to partial times, and adjustments for missed times. DHMH will reject requests that exceed the four (4) MTRs unless Administrators give verifiable reasons for not being able to clock in and/or out.

MTRs are still penalized in the same way as before. Please see below for an example:

*Enter Time for Missing Clock In Exceptions (Partial Shift) = **1 Request***
*Enter Time for Missing Clock Out Exceptions (Partial Shift) = **1 Request***
*Enter Calls for Missing Clock In AND Missing Clock Out (Entire Shift) = **2 Requests***

History & Purpose of Policy

The six (6) MTR Limit policy was introduced on February 1, 2014. The policy was introduced in an effort to increase correct use of ISAS. Thanks to the cooperation of agency administrators, most caregivers use ISAS properly and do not exceed the 6 MTR limit. Only 1% of caregivers exceed the 6 MTR limit each month.

It is time to improve correct use of ISAS even more. DHMH is reducing the limit to four (4) MTR per month, per staff provider. The reduction will decrease agency administrators' work with entering forgotten times, and help increase correct use of the ISAS telephone system.

Excused Missing Time Requests (MTRs)

For MTRs to be excused and not count against the four (4) unexcused MTR limit, agency administrators must include correct and full explanations in the Resolution Comments when submitting requests. DHMH will verify whether an unavoidable circumstance prevented the staff provider from clocking in and out via the telephone. If the reason is verified, the request will be excused from the MTR limit.

Recommended Tips for Missing Time Requests

DHMH understands that there will be unavoidable situations when the provider is unable to successfully complete an ISAS clock in or out. If the reason is excusable and verifiable, then DHMH will not penalize the request, and it will not count against the four (4) MTR limit.

Below is a list of tips to help DHMH more quickly review MTRs:

1. Staff providers are **strongly encouraged to call into the ISAS system**, even if they are unable to complete the call due to a technical issue. The staff provider should complete as many prompts as possible. DHMH will be able to verify that the staff provider at least *attempted* to clock in/out.
Example Scenarios: OTP Issue (Broken OTP, Missing OTP, Waiting OTP Delivery)
2. If the staff provider **did attempt** to call into ISAS but no time was recorded, administrators should include in the Resolution Comment the phone number used by the staff provider.
Example: “Staff John Smith tried to call in but no time appeared. Staff called from phone # (410) 123-4567.”
3. Avoid vague and incomplete reasons.
Example: The resolution comment “Technical issue” or “Unable to clock-in” is vague and does not offer details. DHMH would consider this an unexcused MTR and penalize automatically. Be as specific as possible.
4. Do not give inaccurate reasons
Example: Copying/pasting in the Resolution Comment “Staff had OTP issues” on every MTR for every staff provider and participant.

Sending Questions & Concerns to DHMH

DHMH understands agency administrators may have questions or concerns about the reduction to four (4) MTRs per month, per staff provider. **Please submit any questions or concerns online** using this link: <http://goo.gl/forms/mrQWvLa0SR>

DHMH will review all questions and concerns, and address them during an **agency-wide conference call on Friday, May 20 from 1:00 - 2:00 PM**. To participate in the Friday, May 20 conference call, please register online by clicking this link: <https://attendee.gotowebinar.com/register/663970157575153155>. After you register, you will receive an email with the call-in number and access code.

Thank you for your cooperation and support.